

# Kempsford Church of England School (Voluntary Controlled)



*"Together, we will Rise"*

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## Communication Policy

Category	Policy
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Owner	Headteacher
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This is communication policy of the school. It is controlled by the Headteacher and reviewed by the Resources committee.

### Document History

Version	Date	Comments
1.0	Feb 2019	New Policy
2.0	May 2020	Update of policy document approved

Next Review Date Feb 2022

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## 1. Aims

- 1.1 Kempford primary School recognises the importance of maintaining clear lines of communication with parents and carers, other schools, the community, outside agencies and within the school. Good communication between these groups is essential and Kempford Primary School is committed to being accessible and open to all who have an interest in the school.
- 1.2 Effective communication will improve relationships within the school and promote partnerships with parents and the wider community.
- 1.3 This policy addresses the main ways in which the school ensures effective and consistent communication.

## 2. Principles

- 2.1 All communications should:
  - Keep staff, children, parents and careers, governors and the wider community well informed
  - Be open, honest and professional
  - Be shared in a way that is GDPR Compliant
- 2.2 Letters sent out by Kempford Primary school are authorised by the Headteacher or delegated member of the Senior Leadership Team (SLT) and a copy placed on the school website.
- 2.3 We may use photographs of children or their work when communicating with parents, in the newsletter, in the school prospectus or on the school website. These will only be used in line with our privacy notice.
- 2.4 Children who are not allowed to have their photographs taken are marked on a register held centrally in the office.
- 2.5 Photographs will be checked to ensure that they are suitable before use

## 3. Communications

- 3.1 Kempford Primary School recognises that communication is a two-way process and aims to ensure parents are listened to and their concerns dealt with in a professional, timely and appropriate manner.
- 3.2 Kempford Primary School has the following service level agreements (SLAs) to ensure a prompt response from communication requests by parents. The following response times are usually adhered to:

Communication from Parents	Suggested response time
Phone calls	Returned within 24hrs of parents call or 1 working day
Email	Instance auto response confirming receipt of email and the SLA for reply. Email reply within 72rs of receipt or 3 working days Emails sent at weekends or in holidays will not be dealt with until the following working day or until term time

Message through Microsoft Teams	Message reply within 72rs of receipt or 3 working days. Messages sent at weekends or in holidays will not be dealt with until the following working day or until term time
Written letter	Acknowledge receipt of letter within 72 hours or 3 working days Full response within 5 working days

Information required	Appropriate contact
Questions or concerns regarding a child’s progress/attainment	Class teacher
Questions or concerns related to friendships or behaviour	Class teacher
Safeguarding	Designated Safeguarding Lead – Mr Mendum. Deputies – Miss Heavisides, Mrs Mclaughlin, Mrs Miller and Miss Hudd
Parents of children with SEND	SENCO - Mrs McKenna
Complaint	Headteacher – Mr Mendum

- 3.3 Staff will contact parents to raise issues by phone, email or letter. Parents may contact the school by any of these methods.
- 3.4 Details such as term times, curriculum information, dates for parents’ evenings and other school events will be posted on the school website and in the newsletter.
- 3.5 Letters received by staff and their replies will be kept centrally in the school Office. Letters to parents will be approved by the Headteacher or delegated SLT before being sent out. Appropriate and timely professional advice will be sought before replying where necessary. Any letter of complaint will be referred to the Headteacher immediately in line with Kempford primary School Complaints policy.
- 3.6 A weekly newsletter is emailed to parents and governors as well as being uploaded to the schools website, parents that do not have access to emails or the internet can request paper copies. The website and newsletter are both key communication tools for alerting parents to forthcoming events, celebrating the life of the school, communicating information about trips and publishing key dates.
- 3.7 Communication about children’s progress takes place formally for each child through a full written report at the end of the summer term and at parents Consultation evenings.
- 3.8 Parents have a responsibility to ensure the school has up-to-date contact details for all careers, including an email address. In case of sudden incidents affecting the school, such as a fire or severe weather, information will be put on the website, the Twitter page and on the Local Authority website.
- 3.9 The school will contact parents/careers by telephone if their child is injured or taken ill. Where an incident affects the whole school, such as power failure or snow, the school will send all parents an email. Which will direct them to a special message posted on the school’s website. If the school is closed for more than one day an update will be posted on the school’s website.

3.10 In the unlikely event of a more serious incident, the response will inevitably depend on the circumstances. The priority will always be to look after the children. The second priority will be to give parents the fullest possible account of events as soon as possible. Kempford Primary School will always tell parents/careers personally if their child is injured or has suffered an accident unless the emergency services take this responsibility and instruct otherwise.

3.11 In the event of separation or divorce, all correspondence and information will be sent to all holders of parental responsibility (letters, school reports, events) unless there is a court order to the contrary. We can arrange for separate appointments at Parent Consultation Evenings if required.

#### 4. **Website**

4.1 Kempford Primary School website provides a range of information about the school and it updated regularly to inform all members of the school and local community.

4.2 Kempford Primary School is aware of the statutory requirement for the school to ensure key documents are available on the website. A full list of these documents can be found in Appendix 1

#### 5. **Social Media**

5.1 Kempford Primary School use Twitter as their form of social media interaction, information on the Twitter page is also shown on the school's website. Kempford Primary School does not have any other official social media profile<sup>1</sup>. All school related events will be communicated through Twitter, the newsletter and the school website

5.2 Any social media profile that uses Kempford Primary Schools name and/or logo must have approval from the Headteacher and must adhere to the following:

- should not announce information that is not also available on the school website or newsletter
- should not promote or recommend businesses
- should not advertise products or services
- should not disclose any person(s) personal information
- Should remove posts/comments that can bring any child, parent, member of staff or the school into disrupt

5.3 Members of staff are not allowed to accept any social media invites from current or former pupils. Should a member of staff wish to accept invites from parents of pupils or former pupils this is their own choice, but this form of communication should not be used to discuss any school related issue.

5.4 Members of staff should not post any information regarding the school, children, parents or educational agencies on their social media accounts.

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<sup>1</sup> The term 'profile' covers any form of profile, page or account on social media platforms

## Appendix 1 – Statutory Documents on School Website

<b>Statutory Information</b>
<b>Contact details</b>
<p><b>Contact details of the school including the following:</b></p> <ul style="list-style-type: none"> <li>• School name</li> <li>• Postal address</li> <li>• School telephone number(s)</li> <li>• Name of person who deals with queries</li> <li>• Name and contact details of SENCO</li> </ul>
<b>Ofsted reports</b>
Link to school's main Ofsted report
<b>Policies</b>
<ul style="list-style-type: none"> <li>• Behaviour &amp; Discipline Policy</li> <li>• Complaints Procedure</li> <li>• Equality Policy</li> <li>• Charging and Remission Policy</li> <li>• Communication Policy</li> <li>• Privacy Notice</li> <li>• SEND Policy</li> <li>• SEN Information Report</li> <li>• Safeguarding Policy</li> <li>• Accessibility Policy</li> </ul>
<b>Values and Ethos</b>
The school's ethos and values
<b>Governors information and duties</b>
<p><b>Information regarding the Governing board must be published:</b></p> <ul style="list-style-type: none"> <li>• Details of the structure and responsibilities of the governing board and its committees</li> <li>• Information about each governor, including their: <ul style="list-style-type: none"> <li>○ Full name, date of appointment, term of office, date they stepped down (where applicable) and who appointed them</li> <li>○ Business and financial interests</li> <li>○ Governance role in other schools</li> <li>○ Material interest arising from relationships between governors or relationships between governors and school staff (including spouses, partners and close relatives)</li> <li>○ Attendance record at governing board and committee meetings over the previous academic year</li> </ul> </li> </ul>

